



BILINGUAL COVID-19 SENIOR CASE MANAGER(S)

NYDIS is a 501(c)(3) faith-based federation of faith communities, human services providers and charitable organizations who work in partnership to provide disaster readiness, response, and recovery services to New York City.

NYDIS is seeking Senior Case Managers, with immediate availability. NYDIS' COVID-19 Services program is currently providing emergency financial assistance and processing rent arrears applications for households directly impacted by COVID-19. NYDIS is seeking Senior Case Managers to supervise a team of 3 Case Managers. NYDIS offers a variety of work schedules and settings – remote, onsite in our Midtown Manhattan office or in the field. Shifts can be M-F from 9-5 or flexible hours on evenings and weekends. NYDIS provides a laptop and cellular reimbursement for all remote work staff. Reports to the Client Services Manager.

Duties include:

- Manage a team of 3 Case Managers and coordinate case assignments of 20-30 clients each.
- Train and supervisor team in conducting phone or in person client intakes, and how to determine eligibility.
- Coordinate services with other Senior Case Managers and Supervisor.
- Supervise day-to-day assessments and case work offered to clients by Caseworkers remotely or in person.
- Know requirements and intake/data tracking processes - ensuring applications are vetted prior to submission.
- Ensure Caseworkers maintain complete and thorough case files for all applicants.
- Provide quality control for your team's case records and accurately track case referrals as directed.
- Learn and maintain expertise in constantly changing recovery resources.
- Participate in regular training and adhere to all program compliance and reporting requirements.
- Other duties as may be assigned by senior staff.

Qualifications include:

- Resident of the Metro-NYC Area.
- Team leadership experience.
- Bilingual fluency required in English and target languages, both written and spoken, including Arabic, Bengali, Simplified or Traditional Chinese, Haitian Creole, Korean, Russian, Spanish, or Urdu.
- Client-centric approach to case management and the wholistic needs of your clients.
- Highly organized and detail-oriented. Capable of learning in a fast paced, remote work environment.
- Proficiency in Microsoft Excel, Outlook, and use of remote tech (laptop, cellphones, and database) is required.
- Exceptional communication and interpersonal skills – in person, in writing, and on the phone.
- Proficiency in use of remote technology – laptop, cellphones, and database use.
- All applicants will be given a back-ground check and narcotics drug test prior to employment.
- Any NYDIS staff who work in our office or directly with clients must be fully vaccinated against COVID-19.

Education and/or Experience:

- Bachelor's degree required.
- 3 years' minimum experience in case management, benefits coordination, or housing casework

Immediate Availability. Salary range from \$45,000 - \$50,000, with excellent benefits.

No Phone Calls
Send Cover Letter, Resume & 3 Professional References to office@nydis.org

All qualified candidates should apply – candidates from ethnic and religious minorities are strongly encouraged to apply. NYDIS does not discriminate against any individual or group for reasons of age, color, creed, culture, gender, gender identity, marital status, mental or physical disability, national origin, religion, sexual orientation, or race.